

Hygiene guidelines

Dear guests,

we are looking forward to welcoming you again. In order that you can fully enjoy your stay we have worked out a hygiene concept for you and our employees.

We are daily in contact with the authorities and constantly update our requirements.

- *General measures*

If you have had contact with an infected person in the past 14 days, or if you yourself show symptoms, you may not enter the hotel grounds.

We regularly clean and disinfect our public areas, paying particular attention to contact areas such as stair rails and door handles. In order to ensure a minimum distance of 1.5 metres, we have provided distance markings throughout the hotel. In the individual departments, we also use separate notices to draw attention to the special requirements in each area. We have provided disinfectant dispensers throughout the hotel.

Please wear your mouth and nose protection outside the rooms in the entire hotel. As soon as we have placed you in the restaurants, you may place them at the table. All our staff will also wear mouth and nose protection, both in front of and behind the scenes. Our bellboys and chambermaids also wear gloves and have been sufficiently trained by us. Before starting work, all our employees will be tested for symptoms and their body temperature will be measured. Our hotel shuttles are no longer fully available.

Please inform yourself at the reception about the possibilities of a shuttle service to our Renchtalhütte.

- *Around the Arrival*

Please note that you are not allowed to travel if you have any symptoms or feel ill in any way. We are happy to help you with your luggage, but would like to point out that unfortunately we are not allowed to park your vehicle. As soon as you enter the hotel, the mask obligation applies. If you have forgotten your mask, you are welcome to purchase a set of disposable masks in the hotel boutique or at the reception. Please keep the minimum distance of 1.5 metres to other people.

- *While Check-in*

Our reception staff will welcome you as usual at the reception desk. Unfortunately we are not allowed to shake hands with you and stand behind our glass partition wall with masks on, but we are very happy to welcome you.

Your room cards will be carefully disinfected by us. We will be happy to accompany you to your room - but you will go up alone in the elevator and we will accompany you in the corridors while observing the distance regulations.

- *In the Room*

The hotel rooms are cleaned and disinfected under strict conditions and are inspected by our housekeepers. In the course of daily room cleaning, the contact surfaces and wet areas are also increasingly cleaned using surface disinfectants with a virus-reducing effect. Our hotel laundry is cleaned antivirally as standard. Your personal pocket-sized Dollenberg disinfectant is waiting for you in your room! We kindly ask you to leave the rooms during cleaning.

- *Around the Hotel*

Our 70,000 square meter hotel park is at your full disposal. Our St. Anna Chapel and the sunbathing lawns around the wellness area are also available for use, subject to the distance. Our animation program is offered according to the regulations. We are also happy to offer you our e-bike rental service and are at your disposal with recommendations for walks and excursions on your own.

- *SPA Area*

Please note that in the DOLLINA SPA & HEALTH the general hygiene measures of the hotel apply. In the following, only specific regulations for the wellness area are highlighted.

We kindly ask you to visit the wellness area if you have already moved. Should you nevertheless visit the changing rooms, we kindly ask you to visit them individually.

Registration in the wellness area

Please register with your room number and arrival time on the form provided at the SPA reception in the entrance area.

Sauna area

Our saunas are at your disposal. Please note that you must cover your sitting or lying area completely. Please refer to the notices on the respective sauna for information on the restrictions for persons. The minimum distance of 1.5 metres to other persons also applies in the saunas. Our staff cleans and disinfects all areas at regular intervals.

We ask for your understanding that our steam baths as well as the ice fountain are not yet available and we are not allowed to hold infusions in the saunas. Contact outside the saunas is to be kept to a minimum.

In the relaxation rooms we ask you to keep the minimum distance and to cover the seating and lying areas completely.

Water world

All swimming pools are open for you. The maximum number of persons can be found in the respective pool. Also in the pool area please make sure that the sunbathing areas are completely covered.

Fitness area

Our fitness area is open for you. Please disinfect the equipment before and after use.

- *Boutique/Hotel Store*

Our boutique is open for you as usual. Please note the notice at the boutique regarding maximum number of persons. Mouth and nose protection is also obligatory here. Please note the distance of 1.5 metres between the individual persons.

- *In the Restaurant*

Our restaurants are open for you as usual. In compliance with the rules of distance and hygiene, nothing will stand in the way of your visit. Please wear your mouth and nose protection until you have placed our staff at the table.

A disinfectant dispenser is available in the entrance area. Afterwards you will be welcomed by our staff. If there is no employee at the reception desk at the moment, please be patient for a short moment.

Please observe the markings on the floor to ensure that the minimum distances are observed.

Our staff will take you to your seat. We have disinfected your seat thoroughly in advance and covered it with fresh (antiviral, dry-cleaned) table linen. As soon as you have been placed, you may take off your mouth and nose protection. Please understand that we will continue to serve you with our mouthguards.

During breakfast:

The breakfast buffet will continue to take place in large parts in buffet form. Please note the maximum number of persons in the direct buffet area in order to maintain the minimum distance. Our staff will accompany you through the buffet to comply with the corresponding requirements.

If you are missing something, please let our service staff know and they will serve you the appropriate items at your table. Please note that at any time when you leave the table, you must wear a mask!

During lunch and evening service:

In case of half board you will receive the evening menu from us, which is printed as a disposable card. The well-known salad and cheese buffet is currently cancelled, but we will serve you the salad and cheese variation as a fixed part of the menu.

If you are dining à la carte, we will hand you our freshly disinfected menus, with the choice of food and wine.

Our service staff will take your orders as usual.

In the gourmet restaurant "Le Pavillion" the same applies as for our à la carte service in the "Kaminstube" and "Bauernstube"

- *While Check-out*

To avoid waiting times and crowds of people on departure, the invoice is already prepared for you the evening before your departure. If possible, we kindly ask you to make a cashless payment with EC card. However, we still accept cash and credit cards.

Dear guests,

we ask you to support us in implementing the regulations so that all guests can enjoy their stay to the fullest.

If you have experienced symptoms such as fever, cough, aching limbs or similar during the last 14 days before your arrival, we ask you not to start your stay.

The cancellation fees in this case are usually covered by the travel cancellation insurance. Up to 7 days before arrival, a free cancellation through us is of course possible. From 7 days before arrival the confirmed cancellation fees will be charged.

Please inform us immediately if you show symptoms after departure.

We will be happy to answer any further questions you may have at any time.

Many thanks for your understanding and your assistance in the implementation



Your families Schmiederer and Herrmann
and the entire Dollenberg team

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